

WWRC Student Handbook



Woodrow Wilson
Rehabilitation Center

**The Premier Rehabilitation Community
Serving People with Disabilities**



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Serving People with Disabilities**

Welcome to the Woodrow Wilson Rehabilitation Center. I am extremely pleased that you have decided to attend the Center. Our staff members are here to help you as you do your best to achieve your rehabilitation goals.

I have been a staff member here for over 20 years and during that time I have seen many clients overcome serious challenges and go on to excel in their jobs and personal lives.

My hope for you is that you will find our programs and staff helpful in your path to success. Good Luck!

Richard (Rick) L. Sizemore
Center Director



WOODROW WILSON Rehabilitation Center

Vision

The premier rehabilitation community serving people with disabilities

Our Mission Statement

Woodrow Wilson Rehabilitation Center provides people with disabilities comprehensive, individualized services to realize optimal personal independence and employment

Shared Values

Ethical

We are committed to professional standards, good stewardship of resources, full accountability and the well being and dignity of others.

Egalitarian

We are committed to a community that values individuals and thrives on their contributions.

Effective

We are committed to providing services that result in meaningful and measurable outcomes through objective assessment of performance and on-going process improvement.

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STUDENT HANDBOOK

INTRODUCTION

This handbook is a “guide” to life on the campus of Woodrow Wilson Rehabilitation Center (WWRC). It is not a final policy book. The handbook will give you information on living, learning and being successful while at the Center. Not all services offered by WWRC are listed in this book.

The rules and behavior expectations listed in this handbook apply to **ALL** areas of the Center. Certain programs and departments have **ADDITIONAL** rules specific to their area.

If you would like more information or have questions about a program or service, please talk with your WWRC case manager, instructor or residential staff.

COMMUNITY BEHAVIOR EXPECTATIONS

WWRC has four major behavior expectations of all clients, staff and visitors:

- 1. SHOW SELF CONTROL.**
- 2. BE SAFE.**
- 3. RESPECT THE RIGHTS AND PROPERTY OF OTHERS.**
- 4. FOLLOW AREA SPECIFIC RULES/EXPECTATIONS.**

**ALL CLIENTS, STAFF AND VISITORS
MUST OBEY ALL STATE AND FEDERAL LAWS.**

SECTION 1

CAMPUS LIFE

HOUSING OPTIONS

Outpatient Suite

If your Outpatient Evaluation Services program (medical or driving), is expected to be about 1 week or less, you may be eligible to receive residential services on the dorm, residing in the Outpatient Suite.

Dormitories

If you are able to independently perform self-care and room care tasks, you may receive residential services on Barnett Hall or Carter/Ashley Hall dorms.

Supported Living Services (SLS)

If you require assistance with daily living skills, and you are not able to independently perform self-care and room care tasks, you may receive residential and medical services on the dorm residing in an SLS monitored room.

DORMITORY RESPONSIBILITIES

- You will receive a key to your room and a lock box to protect personal items and medication.
- You are responsible for keeping up with your keys and keeping your room locked. If you lock yourself out of your room, you can see any staff member for assistance.
- You may obtain replacement keys for a fee, if you lose your original set.
- For your safety, all valuables, money and medications must be kept in your lock box when not in use.
- Dorm staff will review the expectations for a clean room and hallway with you.
- You are responsible to keep your room and hallway clean.
- Each suite has a mop and broom. You may request additional cleaning supplies from housekeeping staff.
- Inform dorm staff if you need assistance with cleaning.
- Each dorm has a laundry room that is open daily for you to wash clothes. There is no charge to use the washers and dryers.
- Please supply your own detergent, softener, and bleach.
- You are expected to remain in the laundry room when doing laundry to prevent loss of your belongings.

- You are expected to maintain the condition of your room and furniture.
- Please report any damage in your room or suite to the office staff.
- If you intentionally caused the damage, you will be responsible to pay for the repairs.

In Barnett Hall, you may post pictures, posters, decals, etc. on the **INSIDE** of your closet door with all 4 corners taped down (Fire Marshall Safety Rule).

In Carter Ashley Hall, you may post items on your bulletin board, with all 4 sides tacked down.

You may only use power strips with surge protection in your room. NO extension cords are allowed in your room.

The only electronic equipment that you may have in your room:

- portable stereo,
- TV,
- Computer, or
- video games.

If you do not use headphones, you must turn off the sound at 10:00 pm (Barnett and Carter/Ashley Hall).

Other items you may have in your room:

- hair dryer/curling iron with auto shut off,
- coffee maker with auto shut off,
- electric razor,
- fan, and
- small refrigerator.

IF MEDICALLY NECESSARY, you may have a heating pad in your room. It **MUST** have an automatic shut off.

ALL electrical appliances listed above **must** have an **automatic ‘off’** safety switch (Fire Marshall Safety Rule).

YOU MAY NOT HAVE A MICROWAVE IN YOUR DORM ROOM.
YOU MAY NOT HAVE AN ELECTRIC BLANKET IN YOUR DORM ROOM.
(BOTH ARE FIRE HAZARDS)

It is a safety violation to iron in your room. Iron your clothes in the laundry room. You may check out an iron from the dorm office.

**WWRC IS NOT RESPONSIBLE FOR ANY PERSONAL ITEMS LOST, STOLEN, TRADED,
 SOLD, OR LEFT AT THE CENTER.**

ROOM RESPONSIBILITIES AND INSPECTIONS

Staff will check / inspect your room to make sure health and safety expectations are being met and to provide instruction, as needed. Room care is your responsibility!

Staff will check to see that the:

- 👉 bed is made
- 👉 sink and mirror are clean
- 👉 laundry has been done
- 👉 clothes are put away
- 👉 floor is clean (swept and mopped)
- 👉 desk/table is clean and neat
- 👉 trashcan is emptied
- 👉 room is odor free

Staff will inform you of items that need improvement to pass room inspection. Staff is here to help you learn and improve your community and independent living skills!

RESIDENTIAL PLACEMENT

There are three levels of residential placement. Listed below are the privileges for each level.

Level Two

- Live in Barnett Hall.
- Curfew is 11:00 pm.
- Client ID has a **RED** sticker.
- Require a pass from case manager for all off campus and over night activities that are NOT a part of your training class or Center sponsored activity. You must follow sign up procedures for each activity.
- Room inspections are **3** times each week.
- Staff assigns your roommate.
- May visit with same sex, Level 2 peers **until 11:00 pm** in the Barnett Hall dorm rooms.
- May not be on/in Carter Ashley Hall except to attend required classes.
- May sign up for late night activity on Friday and Saturday.
- May participate in Leisure trips.
- May request a pass from **YOUR** case manager for the lake/trails and for daylight walking in approved areas around campus. Must return to campus by dark.
- May request a pass to walk to 7-11 from **YOUR** case manager. Must return to campus by dark.

- May NOT receive a pass to the Cottages.
- May have Internet email access only in Marscher Lab (filtered and monitored).

Level Three

- Live in Carter Ashley Hall.
- No Curfew.
- Student ID has a **YELLOW** sticker.
- Sign in/out in Carter Ashley Hall lounge to walk to 7-11 and the lake as well as for all off campus and overnight activities. Sign out walk to 7-11 and the lake requires you return to campus by dark. This is for your safety.
- Room inspections are 1 time each week.
- May select roommate, as housing space allows.
- May visit in Barnett Hall **until 10:30 pm.**
- May visit with same sex peers on Barnett or Carter Ashley Hall.
- May NOT visit in the rooms of the opposite sex on Barnett or Carter Ashley Hall.
- May sign up for late night activity on Friday and Saturday.
- May participate in Leisure trips.
- May sign up for shuttle transportation to local mall or Wal Mart.
- May NOT sign out to the Cottages. May visit a friend living in the cottage if **THEY** request a pass from the Life Skills Transition Housing Coordinator (according to cottage lease agreement).
- May have your own computer in your room with Internet access (filtered and monitored).
- May request to borrow a computer (for use in your dorm room) from the Student Computer Loan Committee (form is in the Media center).
- May purchase Cable TV package of your choice.

Level Four

- Live in Carter Ashley Hall.
- No Curfew.
- Student ID has a **GREEN** sticker.
- No pass or sign out required to walk to 7-11 and the lake or for off campus and overnight activities.
- Room inspections are 1 time each week
- May select roommate, as housing space allows.
- May visit in Barnett Hall **until 10:30 pm.**
- May visit with same sex peers in Barnett or Carter Ashley Hall.
- May visit with opposite sex **Level 4** peers in Carter Ashley Hall at the following times:
 - From 6:00 pm - 11:00 pm weekdays.
 - From 11:00 am - 11:00 pm weekends.
 - Door must remain open and lights on at all times.
- May have access to ALL recreation activities and options.

- May sign up for shuttle transportation to local mall or Wal Mart.
- May NOT sign out to the Cottages. May visit a friend living in the cottage if **THEY** request a pass from the Life Skills Transition Housing Coordinator (according to cottage lease agreement).
- May have a computer in your room with Internet access (filtered and monitored).
- May request to borrow a computer (for use in your dorm room) from the Student Computer Loan Committee (form is in the Media center).
- May purchase Cable TV package of your choice.

Level Expectations

In order to maintain a residential placement level, you are expected to follow the behavior guidelines provided in this handbook, demonstrate positive behaviors and maintain progress in your vocational program.

The Rehab Team may adjust your residential placement level based on your behaviors, progress and the commitment that you demonstrate toward the success of your goals and objectives.

Clients who reside on SLS maintain the same residential placement levels and expectations outlined above.

The Director of Residential Services and the On Call Administrator has the authority to change a supervision level, without using the Rehab Team process, as a temporary measure until your Rehab Team can meet and determine the appropriate level.

DINING SERVICES

The WWRC dining hall serves a variety of fresh, healthy foods every day. Your client **photo ID** allows you **to receive meals** in the WWRC cafeteria. In addition, there is a snack bar in the recreation hall for your convenience.

The following guidelines should be observed:

- Vegetables, salad bar, and beverages are unlimited.
- Seconds on entrees are limited to one each meal.
- You may have one dessert per meal.
- You may only remove fresh fruit from the dining hall.
- All other food or beverages remain in the dining hall.
- Please do not bring your own cups, sodas or food containers.

- Please recognize that the cafeteria is a public eating-place and behave with courtesy, and respect for others.
- Please do not sit at the end of a table. This blocks the aisles for other clients.
- Please do not use your cell phones, headphones, etc. while in the serving line. This makes it difficult for the servers to hear your selections.
- If you have a special diet, talk to your counselor to set up a meeting with the dietician.

Cafeteria Hours

Breakfast:	Monday through Friday	6:40 am - 7:45 am SIP/ETO Clients or who have 7:00 am classes may begin breakfast at 6:30 am
Lunch:	Monday through Friday	11:20 am - 12:30 pm
Dinner:	Monday through Sunday	4:40 pm - 5:30 pm Clients needing assistance may begin dinner at 4:30 pm
Brunch:	Saturday and Sunday	10:00 am - 12 noon

Snack Bar Hours

Sunday through Friday 4:00 pm until 8:00 pm *Grill closes at 7:30 pm*

For your convenience, there are drink and snack machines located at various locations throughout the campus.

BANKING SERVICES

WWRC provides cashier/banking services to students and staff. The Cashier's window is located in the Birdsall-Hoover Building next to Admissions.

Cashier's Hours

Monday through Friday 12:00 pm - 1:15 pm and 3:00 pm - 4:00 pm

Check Cashing & Depositing Limits

CLIENTS:

Personal Checks	\$100.00
Client Paychecks	No Limit
Money Orders, Cashiers' Checks	No Limit
Government Checks	No Limit
Checks made payable to a client	\$100.00

STAFF:

Personal Checks	\$ 50.00
Money Orders, Cashiers' Checks	\$ 50.00
Paychecks	Not Allowed

VISITORS:

Personal Checks	\$ 50.00
Money Orders, Cashier's Checks	\$ 50.00

Upon receipt of a not sufficient funds (NSF) check, your check-cashing privileges will be immediately suspended. Once the NSF check has been collected, check-cashing privileges will be reinstated. If there is a second occurrence, check-cashing privileges may be permanently suspended.

MAIL SERVICES

WWRC provides incoming and outgoing mail services to clients. Personal mail boxes are available at no cost on a first come first served basis . Mail may also be picked up at the Mail Room window in the Rec. Hall. Outgoing mail may be placed in the slot at the mail room for delivery to the local Post Office. Pick up time is 2:00 pm.

Mail Room Hours

Monday through Friday 11.00 am until 12:30 pm

SHUTTLE TRANSPORTATION

WWRC provides transportation to the local mall or Wal-Mart every Monday and Thursday for Level 3 and 4 students. Two trips are scheduled each day. To participate, you must sign up in the Barnett Hall Office **before 4:00 pm** on the day of the trip.

Shuttle Trip Schedule

Trip #1 Leaves WWRC at 5:45 pm Returns to WWRC around 7:30 pm
Clients using wheelchairs or scooters have priority for trip #1

Trip #2 Leaves WWRC at 6:45 pm Returns to WWRC around 8:30 pm

The number of trips available depends on participation.

NOTES

SECTION 2

BEHAVIOR EXPECTATIONS

BEHAVIOR EXPECTATIONS

WWRC emphasizes

- self-control,
- respect, and
- safety.

Sometimes a client will openly break the rules, be disruptive or oppose staff. When this response is a repeated pattern of behavior, consequences will occur. If the behaviors do not improve, you and your Rehab Team will meet to determine what happens.

Behaviors that may result in suspension, immediate termination, or arrest include, and are not limited to:

- Violence, or threats of violence, and unsafe play behavior of a serious nature,
- Possession of firearms or other dangerous weapons,
- Possession of alcohol, illegal or unauthorized drugs,
- Possession of explosives or fireworks,
- Harassment or intimidating/hostile behaviors,
- Setting a fire, discharging a fire extinguisher, or setting off fire alarm,
- Sexual acts on Center property or during a Center sponsored activity,
- Theft or destruction of property and,
- Creating a disruption to the Community.

Police/Security will respond to **criminal or dangerous behaviors** that take place at WWRC. The Police complete a detailed investigation to determine if charges will be placed. Police will document any criminal or dangerous behaviors according to current policies and laws.

IF you engage in any of the above activities, your behavior will be documented and may be determined to be a Serious Incident.

OTHER BEHAVIORS MAY ALSO RESULT IN AN INTERRUPTION OF YOUR PROGRAM

If you demonstrate a pattern of refusal or an inability to comply with Center rules, consistently fail to meet behavior expectations, or demonstrate limited vocational progress, your Rehab Team will address the issue(s).

If you must participate in a Serious Incident Panel Review, you will have the opportunity to explain your role, participation and responsibility in the incident. The panel members consider this information, as well as your class progress, and your case manager's input before making their decision.

If they decide that your behavior meets the standard for a serious incident, there are several possible consequences. The Panel may:

1. Refer the incident to your Rehab Team to address.
2. Issue a verbal warning.
3. Issue a suspension or program termination.
4. Take other action as appropriate.

RELATIONSHIPS

Workplace Interactions / Harassment

You are expected to treat peers and staff with respect. It is not acceptable to discriminate or make negative comments to another person based on race, color, national origin, age, sex, religion, disability, marital status, pregnancy or gender preference. It is not acceptable to use sexually inappropriate language or sexually oriented communication in which others do not wish to be involved. If a person's conversation or behavior is offensive or makes you uncomfortable, please talk with your case manager or other staff member.

Tolerance, Diversity and Settling Differences

WWRC serves people from different locations, different cultural and religious backgrounds, and with different disabilities. Therefore, you will have contact with people whose likes, dislikes and values may be different from yours. If another person's behavior is annoying or offensive to you, and you are unable to resolve it in a manner that is satisfactory to all involved, you should bring your concern to the attention of your case manager or other staff member to discuss options to help resolve the issue.

Peer Relationships

Please contact staff with any problems before they get out of hand. If a verbal or physical threat occurs, Police/Security staff will investigate the incident. Displays of intimate affection should remain a private interaction. Please remember that we have families, visitors and others on our campus every day. Respect others around you and do not share affection in public.

PERSONAL APPEARANCE

Your appearance is an introduction to who you are and is what others will remember about you.

All clothing will be clean, neat and meet WWRC standards for what is appropriate in the work world, as well as, the learning or evaluation area.

STAFF has the **responsibility** and **authority** to determine what is appropriate clothing in their area.

You are expected to wear clothing appropriate to the activity or class. Clothing that is NOT acceptable includes:

- Clothing that allows personal body parts to be uncovered, such as pants that hang below the waist, shirts that expose the stomach or breast area, and shorts that expose similar private body areas.
- Hats, shirts or clothing with obscene language, offensive messages or images.
- Any clothing that is dirty or in need of repair.

It is the responsibility of staff to give you feedback regarding your clothing choices. Please change your clothes as requested.

You may sunbathe on Center grounds. Please be mindful of your appearance, behaviors and location for this activity. **IF** your behavior or clothing becomes inappropriate, then staff will address these behaviors.

DORMITORY

To help you do well in the dorm, you are expected to:

- **Respect Yourself.**
- **Respect Others.**
- **Respect Your Community.**

The following guidelines should be observed:

- Quiet time begins at 10:00 pm, so those who go to bed early will be able to sleep. The expectation is to avoid yelling or playing music without using headphones.
- Please be mindful also of your roommate's right to privacy (and sleep) if you use your cell phone in your room.
- You may use CD and MP3 players with headphones outside your room.
- Do not run on the sidewalks or walkways.
- Do not spit on areas where people walk or wheel through (sidewalks, parking lots, etc).

- Do not hang or swing from walkway rafters.
- Keep your blinds closed after dark.
- Profanity, abusive, or derogatory language is not respectful and will be addressed.
- Be polite and respectful to everyone you meet.

ACTIVITIES BUILDING

Again, there are expectations for appropriate clothing and appearance for each activity.

Swimming Pool

Swimwear is appropriate to wear ONLY in the swimming pool area. Do not wear your swimwear outside of the swimming pool area or on the walkways. There are locker rooms available for you to change.

Fitness / Weight Room

Please wear **t-shirts with sleeves**, no midriff showing and without slits down the side. Wearing t-shirts with sleeves reduces the risk of infection/fungus to the next person using the equipment. (A person's sweat carries and can pass along certain skin conditions).

Auditorium

Center graduation and other special events are held in the auditorium. No food or drinks are allowed in this area.

Gymnasium

Team sports and other special events are held here. You may not carry food or drinks into the gym.

Recreation Area

Dress appropriately for the activity you plan to participate in whether it be bowling, pool, air hockey, foosball or any of the other many activities provided.

You may play portable stereos/CD players on the back patio as long as the volume is reasonable and the content (profanity, distasteful language) does not offend or annoy others (clients, staff or community members).

Please use headphones with CD/DVD players when inside the recreation areas.

CELL PHONES

Cell phones, PDA's or other electronic equipment are expected to remain on vibrate during all classes, therapies and appointments. It is up to the instructor or therapist to determine if cell phone use will be allowed on an as needed basis (i.e. to conduct business related to their class/appointment goals).

Please be mindful of others around you when speaking on your phone. The expectation is that your call / voice volume is in a quiet, conversational tone.

Do not use cell phones in the dorm lobbies, training lobby or medical lobby area, as this can be very disruptive to others who are trying to watch television, read or relax.

TOBACCO USE

All WWRC dorms, buildings and State vehicles are non-smoking and tobacco-product free. Staff and clients are NOT to use tobacco products in any building on campus. Tobacco products include and are not limited to the following:

- cigarettes
- cigars,
- snuff
- chewing tobacco.

As of January 2, 2008, you may use tobacco products ONLY in clearly marked outside locations. All building entrances are now smoke free and tobacco free areas for your health and safety {Executive Order 41, 2007}.

WWRC expects you to use ashtrays and to spit away from where others may travel. This helps our campus remain neat, clean and healthy.

The use of any tobacco product by a person
UNDER 18 is illegal.

NOTES

SECTION 3

PROGRAMS AND SERVICES

ORIENTATION AND ASSESSMENT

All students enrolled at WWRC participate in a two-day orientation to the rules and expectations of campus life. **All areas** of orientation must be **completed** before an increase in Level placement will be considered. Those students entering a training program will also complete a three day, hands on assessment of their life and independent living skills to determine future needs in these areas. Referrals may be made to participate in classes to strengthen your skills in areas you may be weak in.

VOCATIONAL SERVICES

WWRC offers a wide range of vocational services including:

- Vocational Evaluation (VE)
- Occupational Skills / Vocational Training (OST)
- Life Skills Transition Program (LSTP)
- Postsecondary Education Rehabilitation Transition (PERT)
- Educational Support Services (ESS)
- Assistive Rehabilitation Technology (ART)

Your case manager is the best source of support to begin your discovery of areas of interest.

Life Skills Transition Program (LSTP)

Provides an introduction to life skills, independent living skills, interpersonal skills and employment skills while supporting goals to enhance an individualized transition plan. Clients participate in structured programming throughout the day and evening.

There are a number of self-improvement classes offered. You may request to participate in any of the classes listed below by asking your case manager.

Advocacy Anger	Management
Computer Basics *	Cooking and Housing *
Employment Skills	Healthy Lifestyles
Hygiene and room care *	Laundry *
Men/Women in Transition *	Recreation
Money Management 1*	Relationships class*
Money Management 2*	Self Esteem
Social Skills (1, 2, 3)	Transportation Education*

Classes marked with * may be available in the late afternoon or evening for clients in vocational training programs. Classes are scheduled based on client demand. In addition, there are also a variety of educational and support groups, services and classes offered for your participation, such as:

- Peer Mediation
- Relaxation/Stress Management Classes
- Smoking Cessation Group
- Relapse and Prevention Services (RAPS)
- Community Re-Entry Skills Group (Brain Injury Services / BIS Only)

CASE MANAGEMENT

You are assigned a case manager during your time at WWRC. Case managers work with you to plan and to get the services that you and your Sponsor have agreed you need. If you are in a Vocational Training, a Vocational Evaluation or a Life Skills Program, your case manager will be a Rehabilitation Counselor. Most counselors at WWRC are Certified Rehabilitation Counselors. This means they have been approved by a national Committee on Rehabilitation Counselor Certification, and have passed a test to show their knowledge of rehabilitation and the needs of a person with a disability. In addition to case management, your rehabilitation counselor can help you to understand and adjust to your disability, to understand how your disability might effect you on a job, and what you can do about it. The Counselor can also help you make decisions about choosing a career and choosing what services will be most useful for you at WWRC. The Counselor helps you to learn to be independent, to take responsibility for your own program, and to practice skills for employment. The Rehabilitation Counselor is also the leader of your Rehabilitation Team.

Your **Rehabilitation Team** includes you, your Rehabilitation Counselor, behavior specialist, instructor, and other WWRC staff who are working with you. The Rehabilitation Team will review feedback and observations and then decide your residential placement based on:

1. assessment of your independent living and personal care skills,
2. your behaviors and ability to meet residential expectations,
3. your ability to meet workplace expectations.

During your program, your Rehabilitation Team will review your progress and recommend new services or changes in services that might be needed. Before graduating from WWRC, your Rehabilitation Team meets with you and helps you plan your move back to your home community to begin looking for a job.

BEHAVIOR SPECIALISTS

Behavior specialists will work with you to adapt to campus life, help you keep track of your progress and then help you get ready to graduate and leave WWRC. They will help you learn how to deal with day-to-day campus life and provide guidance to help you work through issues that may arise. They may help you with referrals to groups or other services that can help you address your concerns. They are an active part of your TEAM and work closely with your case manager and other staff.

PSYCHOLOGICAL SERVICES

Provides confidential services to help clients deal with issues such as stress, being away from home, relationships, learning problems, anger, feeling sad and depressed, and other concerns. These experts are a part of a clients' Rehab Team to help make WWRC a positive experience.

MEDICAL SERVICES

WWRC has a variety of medical staff to assist you with medical needs.

Available services may include:

Physician Services	Assistive Rehabilitation Technology
Nursing Services	Speech, Language, and Audiology Services
Physical Therapy	Dietary Services
Occupational Therapy	Pharmacy Services
Recreational Therapy	Lab Services
Rehabilitation Engineering	X-ray Services

More information regarding these services is available from your case manager.

Scheduled Appointments

Appointment cards are sent to the dorm, your case manager and your instructor. In Barnett Hall, the appointment cards are delivered to your room before curfew. In Carter Ashley Hall, appointment cards are posted on the message board in the lobby. In Carter Ashley Hall, you are responsible for picking up your own appointment cards. You should check the message board on a regular basis.

If you are **NOT** able to make an appointment due to illness or *any other reason*, you *must* notify your instructor, and the person that you are scheduled to see **as soon as possible before the scheduled time**. Failure to do so may result in a delay in receiving the service requested.

STUDENT HEALTH

Student Health Hours

Monday through Friday 6:30 am until 10:30 pm
Saturday and Sunday 7:00 am until 10:30 pm
Closed from 5:00 – 6:00 daily, except for emergencies, for nurses to give report.

Emergency services are available 24 hours a day

Physician services in Student Health are provided by appointment. The Student Health physician sees clients by Monday through Friday from 9 am until 4 pm.

1. If you need to schedule a non-emergency appointment, you are encouraged to come to Student Health before class, during morning or afternoon break, during lunch, or after class.
2. When you come to Student Health, you should sign in on the "nurse" clipboard to indicate that you want to be seen and to let someone know that you are waiting.
3. If you want to make an appointment with a doctor or nurse, you may do so in person, following the guidelines above, or by telephone (ext. 7018).

If you receive your daily medications from Student Health, you may pick them up at the nursing window at the times you are scheduled to do so. Medications should be picked up before class time so that you will not be late to your scheduled class

Clients must have their **PHOTO ID**
with them when requesting services or picking up medication.

You will participate in an orientation to Student Health services during the first week of your WWRC program and will receive more information about services offered through Student Health.

RECREATION SERVICES

WWRC has many recreational services available. Scheduled activities are listed on the activities board as you enter the Rec. Hall. There is also a list of ALL available activities posted at the receptionist desk. You are encouraged to choose from this list or make suggestions and request new activities for the day, week or month.

The Rec. Hall offers trips, outings and groups that you may participate in. They offer a variety of 'special events' scheduled throughout the year.

While in the Rec. Hall you may watch TV, play video games, socialize or play cards or board games. You may use the gym, bowling alley, swimming pool, pool tables, foosball tables, and use the wireless internet access. There is no charge for use of equipment.

You need to present your photo ID at the reception desk to check out any equipment. Your **WWRC photo ID** is the only form of identification accepted.

Recreation Hall Hours

The Rec. Hall is open:

Monday through Thursday	8:30 am until 10:30 pm
Friday	8:30 am until 12:00 pm
Saturday and Sunday	11:00 am until 10:30 pm

Scheduled activities do not begin until 4:00 pm. Please check the activities board beside the revolving door for a list of scheduled activities.

The hours that the Rec. Hall remains open for Friday and Saturday Late Night Activities are dependent upon the availability of staff. The schedule is subject to change. You must sign up at Rec. Hall desk by 10:00 pm.

Late Night activities will continue to be offered in the residence areas. You must sign up in the Barnett Hall lounge before 11:00 pm. There is limited seating available.

EXTRACURRICULAR ACTIVITIES

There are a number of sporting, civic minded and faith based activities available to participate in after your classes are over for the day, or on weekends. Some of these opportunities are listed below in detail. You may request more information about other activities such as team sports (basketball, softball, bowling), participating in a talent show, or other after class projects from one of the Center Rec. Hall staff.

Your first priority is the vocational or medical program for which you came to WWRC. If participation in activities outside the classroom/therapy interferes with your program or progress, these concerns will be addressed on an individual basis with your Rehab Team.

Chapel and Chaplain Services

The Chaplain and the William A. Cashett Chapel are available to you regardless of your religion. An **INTERFAITH WORSHIP SERVICE** will be held **SUNDAY at 3:00 pm.**

The **Chaplain's schedule** is
5:30 pm - 9:00 pm, Monday - Friday
and is subject to change

Besides providing spiritual and religious guidance, the Chaplain also directs the following programs:

Community Cafe
Women of Destiny
Bible Study

Recovery Ministry
Praise and Worship Practice
Friday Night Live

Additional events scheduled at the Chapel appear on the monthly calendar.

Student Government Association

Student Government provides leadership opportunities. It is a place for you to share opinions, concerns and suggestions on Center operations. You are already a member; all you have to do is get involved in the activities! Elected officers meet several times each month and conduct a general membership meeting for all. You can also serve on a variety of special committees, such as Dorm Issues, Recycling, Gardening, Wheelchair Activities or Dining Hall issues. The President of the Student Government Association meets monthly with the Woodrow Wilson Rehabilitation Center Executive Staff to provide information to enhance the living, learning and working environment of WWRC.

Jobs on Campus

Jobs are available on campus at minimum wage. You should check with your case manager to see what jobs are available.

You may apply directly for a part time job in the Cafeteria after class. This employment is separate from WWRC client jobs because you would be working for the dining hall vendor, not for WWRC.

Characteristics of a valued employee:

- positive leadership skills,
- are reliable and dependable, and
- demonstrates initiative and self-discipline.

The hiring supervisor is responsible for the final decision and may make exceptions on a case-by case basis.

COMPUTER USE

You will receive a password to access the WWRC system when you complete the Computer Use Agreement orientation. We **encourage** you to use your WWRC Internet account to:

- help you continue to learn how to use computers,
- keep in touch with your DRS Field Counselor, family and others, and
- let them know how you are doing in your program.

You cannot go to any Internet site not related to your classes DURING class time. This goes for EVERY computer on campus.

Your instructor will let you know when you may go to personal sites such as MY SPACE or HOTMAIL.

If you do not follow these rules, you may not be allowed to use computers at WWRC.

Computer and Internet Access

The Marscher Client Computer Lab is available during the evening and weekend hours on the Barnett Hall dorm. Please check the scheduled hours of operation on the entry door to the Lab and on the bulletin board in the Barnett Hall lobby.

Clients who live in Carter Ashley Hall have Internet access available in their room at no cost. There is no computer or internet access available in Barnett Hall dorm rooms. You may bring your computer from home with you to WWRC. You may not hook up a personal computer in the Marscher Lab or Media Center.

Wireless Internet Service

Is available in and around the Recreation Area of the Activities Building. Here are some things you should know:

- Your laptop needs to be Wireless Enabled (most modern laptops have wireless built in, while older models used a plug-in card).
- When you search for available wireless networks, you will see one called **Rec. Hall**. The connection is not protected so no password is required.

- If this connection becomes a burden to our network during the hours of 7:00 am – 5:00 pm we MAY need to disconnect it, so please help us keep it open for your use.
- We strongly encourage anyone using this connection to have appropriate protection (Antivirus, Spam Filtering, Personal Firewall, etc.) to protect your machine from intrusion/infection. You are responsible for your machine.
- When you came to the campus and completed Orientation, you signed an Appropriate Use Agreement for Computers. Those rules apply to this wireless connection as well.

If you have any questions regarding the use of this Wireless Connection, please seek out staff from the Rec. Hall or Dorm who should be able to help you or will know how to direct your question.

We hope you enjoy this Internet Café type environment in your off hours.

Student Computer Loan Committee

There are computers available for you to borrow for use in your room. You must request a computer by completing the application that is available in the Media Center and returning it to the collection box, which is also in the Media Center. Computers will be issued on a first come first served basis as long as they are available.

MEDIA SERVICES CENTER

The Media Services Center is located in the training building and offers a variety of resources including computers with Internet access, books, newspapers, and videos.

Media Center Hours

Monday & Tuesday	8:30 am until 5: 00 pm
Wednesday & Friday	8:30 am until 4:00 pm
Thursday	8:30 am until 8:00 pm

Media Center hours are subject to change. All changes will be posted on the calendar on the bulletin board outside the Media Center.

NOTES

SECTION 4 SAFETY AND SECURITY

CAMPUS POLICE / SECURITY DEPARTMENT

Police and Security staff are on duty at all times for your safety and well-being. Please feel free to ask for their help at any time. ANY staff will call a Police or Security officer for you if you would like to speak to one. All staff work together with Police and Security to make sure we have a safe environment.

The Police/Security staff can engrave your identification number on personal items at no charge to help you identify them if lost or stolen.

Police will investigate items that are lost or stolen.

Make sure you keep your belongings locked up and always keep the door to your room locked.

It is up to you to keep up with your personal belongings. We are not responsible if you choose to borrow or loan money or other personal items while at WWRC.

SEARCH AND SEIZURE

If WWRC staff have reasonable cause to believe that you have something not allowed at WWRC, (identified as “contraband”), they may request administrative permission to search you, your personal belongings and your car (if necessary to the investigation).

It is important to cooperate during a search. A Police Officer conducts this search with a residential staff, a counselor or a supervisor present with you during this procedure.

Contraband means any item that can be considered dangerous. Dangerous means any item that is not safe. Contraband is not allowed on campus. Management or another person chosen by management will decide if any other items not on this list are contraband.

Examples of contraband include and are not limited to:

- firearms, (real or look-alike)
- ammunition (live or spent),

- dangerous weapons, or any item that can be used as a weapon,
- knives,
- explosives or fireworks,
- handcuffs or other restraining devices,
- candles, incense, or flammable fuels
- pornographic materials shared or displayed in plain sight,
- gang or drug paraphernalia,
- alcohol,
- unauthorized prescription drugs,
- 'look-alike' drugs and/or illegal drugs.

If you have any of these items in your possession (room or car), you may turn the item in to staff, police or a supervisor without receiving serious corrective actions. If the Police locate any of these items in your possession, you are subject to the disciplinary consequences reviewed during orientation or as outlined in the Code of Virginia.

If you have walkie-talkies or emergency/police/fire/weather scanners, it is expected that they will not be used in a manner to interfere with Center Police/Security or staff communications. Non-compliance with this expectation may result in the loss of the privilege to have these items on campus.

Searches for Illegal Drugs

WWRC is fully committed to maintaining a Drug-Free School Zone as established by the Code of Virginia 18.2-255.2. WWRC cooperates completely with all law enforcement authorities. Police may conduct searches of the grounds using drug dogs or conduct undercover investigations at any time. You are subject to arrest if you do not follow the state and federal laws while on Woodrow Wilson Rehabilitation Center property.

VIDEO SURVEILLANCE

Video cameras are located around the Center. Police/Security staff monitors these cameras for everyone's safety. There are no cameras in any private areas such as bathrooms, dorm rooms or locker rooms.

EMERGENCY DRILLS

WWRC holds emergency and fire drills on a routine basis. If you hear an alarm, leave the building in a safe, orderly manner and follow staff's direction to a safe area.

Do not return to the building until staff tells you it is safe to do so.

A light flashes in the rooms where deaf and hard of hearing clients live.

Each area at the Center has fire and exit maps posted on the walls. The residence halls have maps on the walls outside each suite area.

CLIENT/STAFF IDENTIFICATION

Clients and staff are expected to wear a photo ID tag at all times while on campus.

For ease of identification AND your safety, please wear your nametag on the collar of your shirt or blouse, at shoulder level or on a chain around your neck. A new or replacement photo ID, clip or chain is available in the Admissions office.

If you cannot find your nametag, you may go to a dorm staff to receive a temporary nametag.

PERSONAL TRANSPORTATION

Automobiles

Please register your car with the administrative secretary in the Police/Security office within 2 days of your arrival on campus. The office is open Monday through Friday 9 am – 4 pm.

You need the following documents in order to register your car:

1. Proof of insurance.
2. Copy of your driver's license.

When other clients ride with you they must be on **Level 3** or **Level 4** residence status or have a written pass from their WWRC case manager or night counselor showing they can ride with you.

The WWRC expectation for clients and staff is that the driver will maintain compliance with Virginia road and vehicle laws. Virginia law requires proof of insurance, valid driver's license and seat belt use.

**YOU ARE RESPONSIBLE FOR ALL THE PEOPLE IN YOUR CAR.
HAVING YOUR CAR AT WWRC IS A
PRIVILEGE AND A RESPONSIBILITY,
IT IS NOT A RIGHT.**

Bicycles

If you bring a bicycle to the Center, you must bring your own lock and helmet. You may store your bike on the **bike rack** located in **Parking Lot “F”**. You cannot have a bicycle in your room. Do not ride your bike on sidewalks or walkways.

PASSES

Level 2 clients **ALWAYS** need a pass to leave campus with **friends or family**.

Clients do not need passes to go on WWRC sponsored trips with staff. However, they must follow sign-up procedures for each activity.

Case managers may assign authority to residential staff to write passes during the evening when they are not available. Residential staff will NOT write passes for you before 5 pm.

Please request passes from your case manager before 4:30 each day. This demonstrates your ability to be responsible.

OFF-LIMIT AREAS

Off limit areas include and are not limited to the following:

- Physical Plant,
- Switzer Building,
- Cottages,
- Vo Tech and Augusta County School property,
- All wooded areas that are NOT clearly marked as part of the Trails project .

NO clients may walk off campus after dark.
There is no safe or lighted walkway off campus at night.

ALL GRASSY AREAS and ALL AREAS NOT LIGHTED, such as:

- the quadrangle,
- behind the Training building,
- the gazebo, and
- the area between Carter Ashley and Barnett Halls

ARE OFF LIMITS AFTER DARK. This is for your safety.

Switzer Building

With a pass from your case manager, you may visit after class with immediate family members who are staying in the Switzer Building.

Cottages

The cottages are OFF LIMITS to all clients without permission to be in the area. Students living in the cottages may have visitors in their cottage. Visitors must be of the same sex, a Level 3 or 4, and MUST have a pass, since the cottages are in an off limits area. (Barnett Hall clients are not allowed to visit in the cottages).

While living in the cottage, it is your responsibility to arrange for passes for your visitors ahead of time by seeing the Life Skills Transition Housing Coordinator or their designee, Monday thru Friday before 4:30 pm.

IF you were unable to make arrangements for a pass ahead of time, you may request a pass from Residential dorm staff for your friend to visit. You need to provide the following information:

- the name of the friend that will be visiting,
- the number of the cottage they will be visiting,
- the time the visit will begin and end (no later than 11:00 pm).

Having **you** request the passes for your visitors prevents unwanted guests from visiting the cottage area. If you are living alone in the cottage, two visitors are permitted. If they have a roommate, then only one client may visit at a time.

Expectations consistent with the rules of the lease:

- No overnight guests will be allowed.
- Visitors must leave the cottage by 11:00 pm.
- You may participate in all activities offered by the dorm to you prior to moving to the cottage.
- All rules of the center (including dorm) apply to the cottages.
- You are NOT allowed to sleep on the dorm during your cottage program.

OFF CAMPUS VISITORS

You may have visitors at any time after class in the **Rec. Hall until 10:00 pm.** Visits cannot interfere with your program.

ALL visitors must sign in with the receptionist at the admissions desk or with a staff member at the recreation desk.

ALL visitors will receive a nametag that they are expected to wear while on campus.

ONLY IMMEDIATE FAMILY MAY VISIT YOU IN THE DORMS.

Please check in with dorm staff when family members are going to your room. We ask that when family members come to your room, you respect your suitemates' right to privacy.

Friends and former clients (who have received permission to be on campus) may visit you after scheduled classes and on the weekend. They may visit once every seven (7) days. Visits may take place in the recreation area or the admissions lobby.

Visitors are required to leave the Center by 10:00 pm.

Visitors may purchase a meal and eat in the dining hall. Please pay the cashier before going through the serving line.

NOTES

SECTION 5

PROTECTING CLIENT RIGHTS AND DIGNITY

CLIENT RIGHTS

As a **Client** at WWRC, you have the following **rights**:

- To be treated with dignity, respect and consideration.
- To receive an answer when you ask for services and a reason if services are denied or not received.
- To be told about your responsibilities concerning your behavior while on campus.
- To be told about services, changes or decisions made regarding your program.
- To get information on how to appeal any decision that you feel is not right.
- To have someone pay attention when you make a complaint without fear of retaliation.
- To talk with staff about your program on a regular basis.
- To see your WWRC bills and records (if they are not restricted).
- To get medical care as needed.
- To turn down medical care as allowed by law and be told what to expect to happen if you do.
- To have a doctor tell you about your medical problem.
- To NOT have medical or physical restraints unless a doctor says it is to protect you or others.
- To not be afraid of mental or physical abuse.
- To have the staff or individual(s) you want called when there is an emergency or change in your condition or program.
- To be told in writing of any reasons for a discharge and how to appeal the discharge.
- To have social, religious and personal relationships with others.
- To ask the WWRC Student Government Association questions of common concern.

CLIENT RESPONSIBILITIES

As a **Client** at WWRC, you have the following **responsibilities**:

- To follow the directions of WWRC staff.
- To cooperate with WWRC staff and your home counselor.
- To follow all WWRC rules and demonstrate compliance toward a successful vocational goal.
- To respect the rights and privacy of others.
- To talk with your case manager about any changes in your program.
- To tell your case manager/instructor/nurse etc. when you have an appointment and if you cannot keep it.
- To cooperate and comply with recommended medical treatments and medications or tell nursing staff if you choose not to.
- To tell your WWRC case manager of financial benefits that may be available from other programs or resources.
- To not promise to pay for a service or vendor fee, unless your case manager approves the charge in advance.

THE APPEAL PROCEDURE

If you do not agree with a decision made about services asked for and did not get, or about a documented behavior issue, you can appeal the decision, verbally or in writing.

The basis for an Appeal:

1. You have not been allowed to apply for services.
2. You have had to wait a long time without getting the services asked for.
3. Services asked for have been denied.
4. Services received have not met your needs or are not right for you.
5. Program has been incorrectly changed.
6. You have been denied services because of your race, sex, color, national origin, disability or religion.

You will be informed about the Virginia Office for Protection and Advocacy (VOPA) during your first meeting with your case manager. Help is available from a VOPA Advocate during the entire appeal process.

**The Client Advocate's phone number is
1 - 800 - 552 - 3962**

To make an appeal, you should talk to your case manager. They will help set up a meeting with the supervisor of the person making the decision you do not agree with. You will tell your side and ask for a change in the decision made. The supervisor considers all of the facts presented and makes a decision. You have the right to receive this decision in writing.

If you still do not agree with the supervisor's decision, you can ask to speak with a higher-level supervisor for an Administrative Review. You will again tell your side and ask for a change in the decision made. This supervisor will then make a decision and give it to you in writing.

If the appeal involves the furnishing or denying of services, you are entitled to what is called a Fair Hearing. There is a documented policy and procedure that lists the steps and requirements for this process. There is a **time limit** for filing an appeal at this level.

You must make a written request to the Commissioner within 15 days after you receive the Administrative Review decision. You must explain in detail why you disagree with the decision. The Commissioner will assign an impartial hearing officer who will listen to all the details of the appeal and make a final decision.

THE FOLLOWING APPEAL PROCESS ONLY APPLIES IF YOU ARE FULLY ENROLLED AS A VOCATIONAL TRAINING CLIENT AT WWRC.

If you have a complaint about your vocational training program not settled at a local level and/or at any stage of the Agency appeals process, you may also contact **The Council on Occupational Education**, an independent postsecondary accreditation body at the following address:

Council on Occupational Education
41 Perimeter Center East, NE Suite #640
Atlanta, GA 30346
1-800-917-2081

ETHICS

The Ethics Consultation Service includes a team of specially trained staff to serve in a confidential, advisory, and non-binding capacity to assist clients, clients' families, vendors and staff regarding difficult rehabilitation decisions. Often there are several possible options you might choose. You may ask for support from the Ethics Consultation Service Team to help you think through these options so that you can make an informed decision.

Any staff member can help you contact the Ethics Service.

You may send an EMAIL to the Ethics Service at:

WWRCEthicsService@wwrc.virginia.gov

PROFESSIONAL/ CLIENT BOUNDARIES

The role of a staff member is to help you be successful in following the rules and completing your program. They will treat you with dignity and respect and deserve the same from you. Staff must treat all clients equally and not show favoritism. Staff may not:

- abuse their position of authority,
- ask clients to perform personal favors for them,
- borrow from or loan clients money or personal items,
- transport clients in their personal vehicles,
- accept gifts from clients or their family.

CONSENT TO RELEASE PHOTO OR VIDEO INFORMATION

On occasion, WWRC may request to use your photo, video of you in an activity, or statements that you have made in support of WWRC. Your image and or statements may be used in articles, publications (brochure) or other media format, which promote or better explain services available at WWRC.

Your written permission is required to use these items in materials meant for marketing purposes and expires 1 year after your DRS case is closed.

If you choose not to be photographed or video taped you will not interfere with others that chose to participate. You should also dismiss yourself from the area where photographs and videos are being made. If you do not do so, you may not claim that your rights were violated afterwards.

We are bound by ethical guidelines that we give compensation to our clients for using their image in our promotional material. The compensation will not be in the form of cash, but will be promotional items such water bottles, pens, lanyards, etc. as well as copies of the promotional literature that we create.

RECORDS MANAGEMENT SERVICES

Virginia Law allows every person who has received services at Woodrow Wilson Rehab Center, to request a copy of their records. Individual records are maintained

for 15 years from the last date you received services. Each individual receives a letter (see below) that explains the process for requesting records. Please refer below for a copy of the letter that explains how to request your records. Records Management Services routinely sends this letter to EVERYONE receiving services at Woodrow Wilson Rehab Center.

CURRENT DATE

Client Name

Address

City, State ZIP

Dear Client:

This letter is to notify you that in accordance with the Virginia Public Records Act 42.1-79.1, Woodrow Wilson Rehabilitation Center's record policy is to destroy records 15 years after your last date of service. For any admission or discharge services that you have with the Center, the 15-year count starts over on all of your records. For example, if you received services in 2006, and come back to the Center in 2020, the 15-year count starts over and your records will not be destroyed until 2035.

You do not need to respond to this notice, unless you want your records. You must ask for them in writing before this 15-year period has expired (since your last discharge date). You must use a Client Request for Access to Records form. You need to indicate if you are requesting specific reports or if you are interested in getting a copy of the entire chart. The form is available to download from the WWRC internet web site, <http://wwrc.virginia.gov/publications.htm>, or by calling (800) 345-9972 ext. 27157 or ext. 27965 between 10:00 AM and 3:00 PM Monday through Friday. The cost is \$0.50 per page for the first 50 pages and \$0.25 for every page after that. Usual postage charges apply. When we get your request, we will count the number of pages in your record and mail you a bill. When we receive your payment, we will mail your records to you.

If you come to the Records Management Services department in person to request records, you or your legal guardians, or other representatives for you, must show proper identification before your records can be released. Legal representatives are those who have a valid ID and a copy of a Power of Attorney or an official copy of a guardianship document. If your records were to be transferred to another provider, we would again require this level authorization to release them. The Authorization for the Release of Confidential Information form is also located on the WWRC internet site, <http://wwrc.virginia.gov/publications.htm>.

Sincerely,

WWRC Records Management Services

MRD – 2404

10/05

NOTES

SECTION 6

QUICK REFERENCE PAGES

IMPORTANT TELEPHONE NUMBERS

My case manager's name and telephone number is:

(540) 332 -7

My address at WWRC is:

(Name) _____

WWRC
Box W- (your box number, if you have one)
P. O. Box 1500
Fishersville, VA 22939

TOLL FREE WWRC NUMBER 1 - 800 - 345 - 9972

(Note: this is a business line and is not to for personal phone calls)

Collect calls for clients will not be accepted by WWRC.

WWRC Information Desk Phone	(540) 332-7390
Counseling/case management	(540) 332-7461
Student Health	(540) 332-7016
Campus Police	(540) 332- 7317
Barnett Hall Office	(540) 332-7147
Carter Ashley Hall Office	(540) 332-7146
Training Department	(540) 332-7232
Recreation Services	(540) 332-7184
Inclement Weather Phone	(540) 332-7941

PAY PHONES:

Carter Hall Lounge	(540) 886-9523
	(540) 886-3972

HOURS OF OPERATION

STUDENT HEALTH

Monday through Friday 6:30 am until 10:30 pm
Saturday & Sunday 7:00 am until 10:30 pm
Closed Daily 5:00 pm until 6:00 pm
Emergency services are available 24 hours a day.

CASHIER'S WINDOW

Monday through Friday 12:00 pm until 1:15 pm & 3:00 pm until 4:00 pm

MAIL ROOM

Monday through Friday 11:00 am until 12:30 pm

MEDIA CENTER

Monday & Tuesday 8:30 am until 5:00 pm
Wednesday & Friday 8:30 am until 4:00 pm
Thursday 8:30 am until 8:00 pm

Changes to hours of operation are posted on the bulletin board calendar outside of the Media center.

MARSCHER CLIENT COMPUTER LAB

Hours of operation are posted weekly on the door and may vary based on schedules.

RECREATION HALL

Monday through Thursday 8:00 am until 10:30 pm
Friday 8:30 am until 12:00 pm
Saturday and Sunday 10:00 am until 10:30 pm

DINING SERVICES

Cafeteria Services

Monday through Friday:	Breakfast	6:45 am until 7:45 am
	Lunch	11:20 am until 12:30 pm
	Dinner	4:40 pm until 5:30 pm
Saturday and Sunday:	Brunch	10:00 am until 12 noon
	Dinner	4:40 pm until 5:30 pm

Snack Bar

Sunday through Friday	4:00 pm until 9:30 pm	<i>Grill closes at 9:00 pm</i>
Saturday Only	1:00 pm until 6:30 pm	<i>Grill closes at 6:00 pm</i>